



# Comments – Case Recordings

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## 1. Introduction


Comments are easily accessed in the ACE system. You can create and view comments related to a person from any window within the system. This function replaces the need for most case recordings to be written and placed in the case file. You can view comments associated with the current window (the window from which the “**Comments**” were initiated), or all the comments for a particular person.

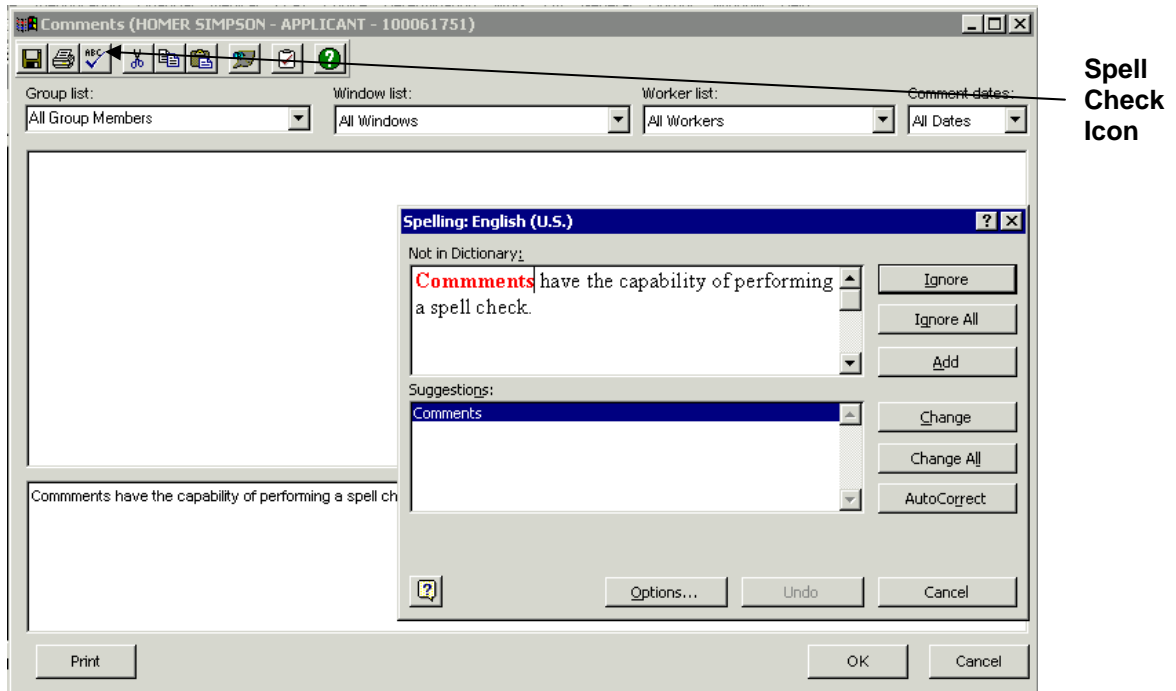
The “**Comments**” icon will indicate if there are any comments associated with a case.

-  (Shaded) No Comments.
-  (Unshaded) Comments.

## 2. Case Recordings

The “**Comments**” window is the manner in which you will record or clarify discrepancies, or add information that is not in ACE. If the information is already on another window in ACE, there is no need to duplicate it by adding a comment.

All “**Comments**” windows have the capability to complete spell check if you click on the “**Spell Check**” icon (  ) before closing the window.




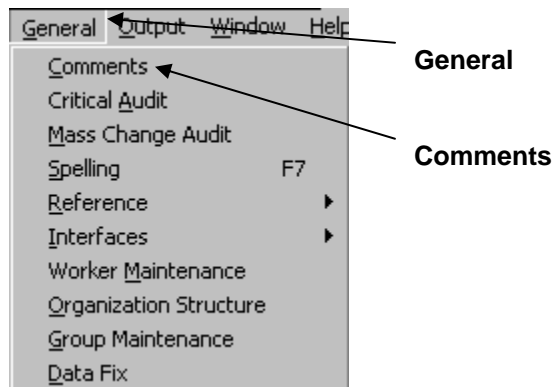
**!** Once a comment is added, it cannot be changed or deleted.

### 3. Accessing Comments


You must have a window open in order to access the “**Comments**” window.

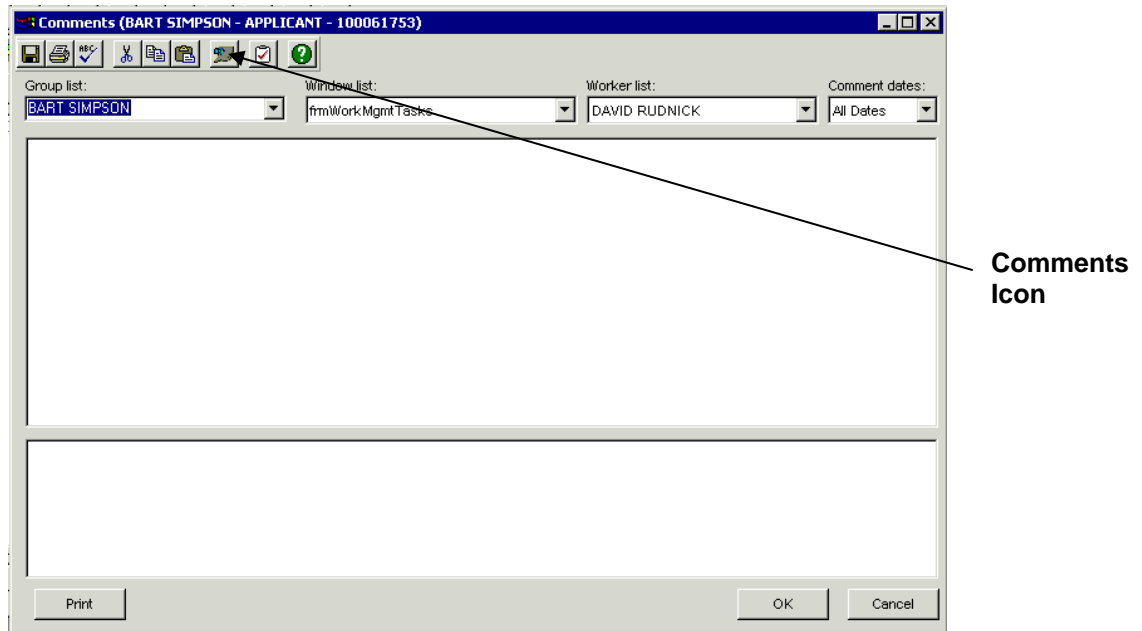
“**Comments**” can be accessed from any window after a case has been highlighted in ACE in the following ways:


1. Clicking “**General**” on the main menu then clicking on “**Comments**” on the drop down menu. **OR**
2. By clicking on the  “**Comments**” icon located on the toolbar.



The “**Comments**” window will open.

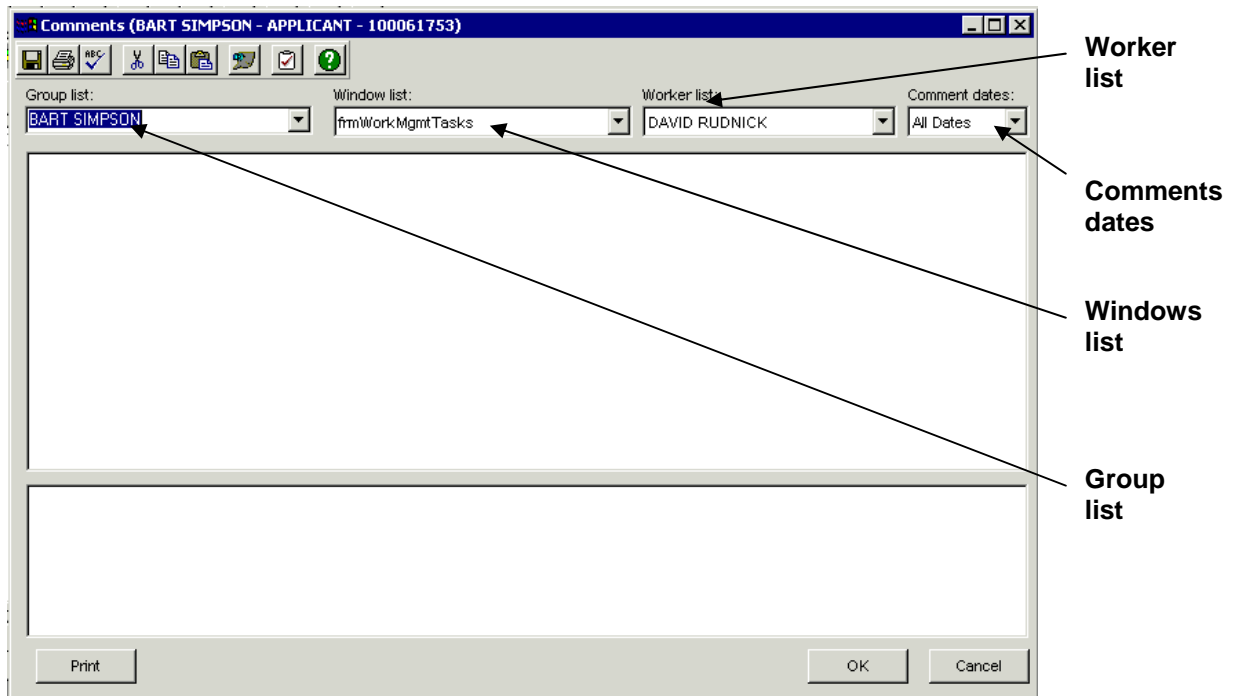
In this example the “**Comments**” icon is shaded () , however, by clicking on the icon you are still able to access the “**Comments**” window.



You are able to determine if there are any comments by the  “**Comments**” icon located on the toolbar. When the “**Comments**” icon is enabled (unshaded) on the “**Comments**” window, there are comments associated with the group.

The “**Comments**” window opens on top of the current window, and contains the following fields:

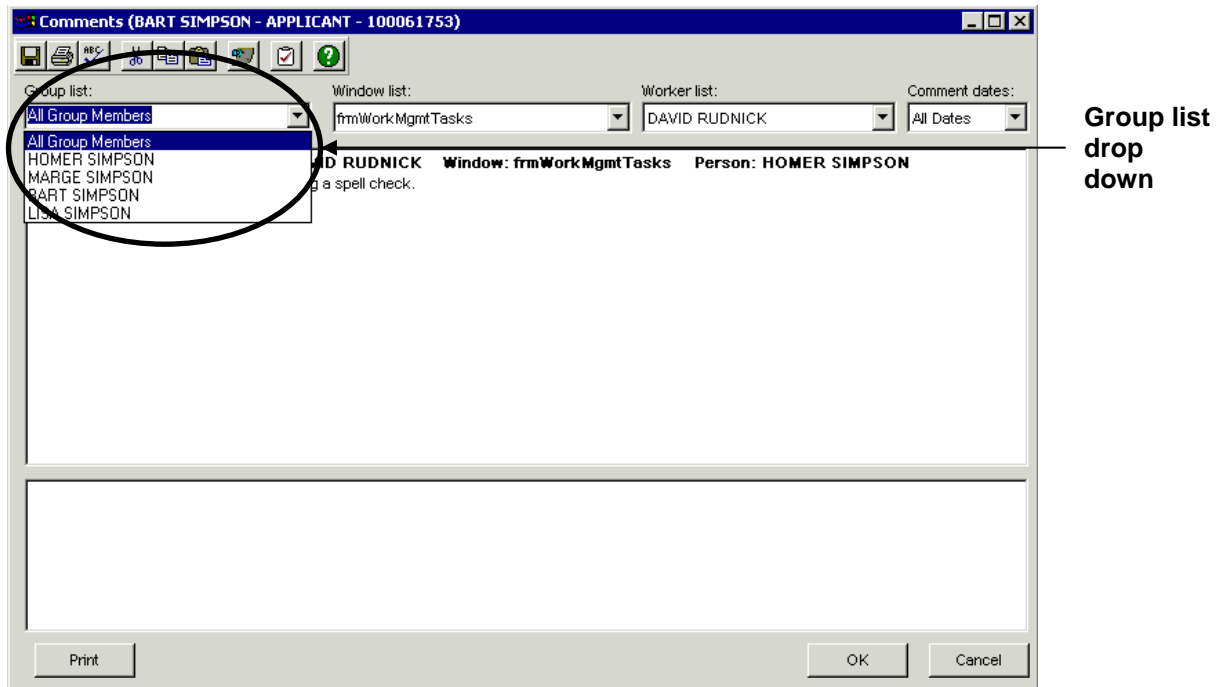
- Group list.
- Window list.
- Worker list.
- Comment dates.



Descriptions of these fields will follow.

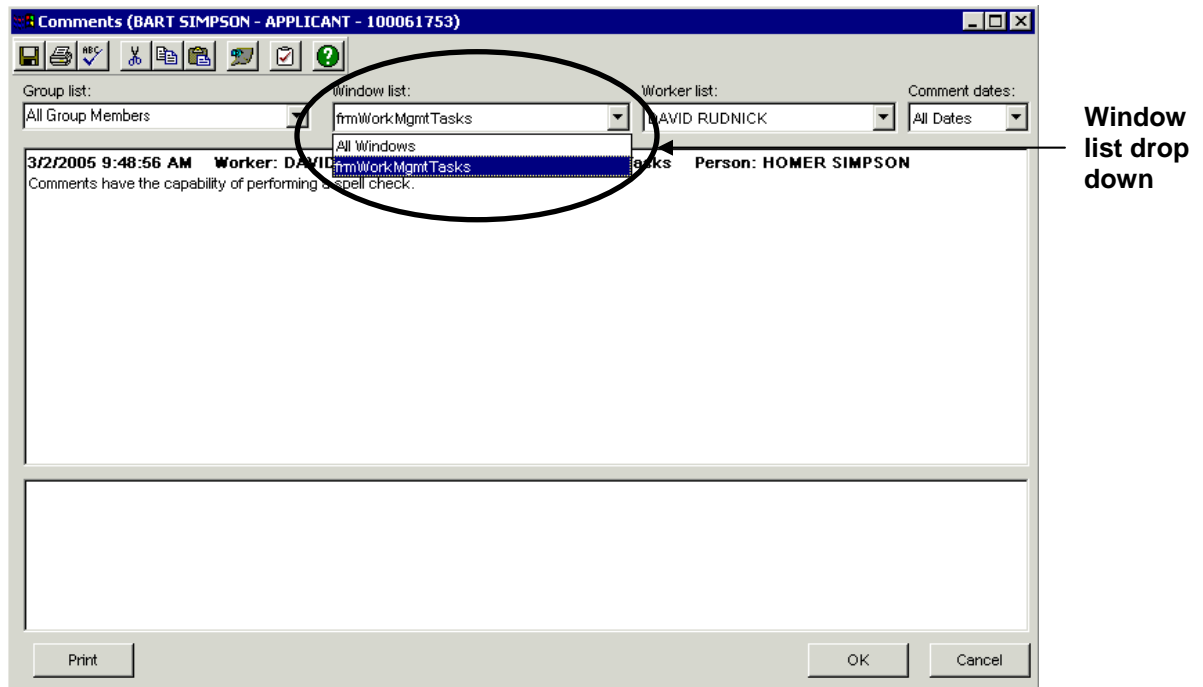
- **Group List**

Once comments have been entered, this field displays all persons associated with the group. You are able to select comments for a specific person within the group list, or specify "**All Group Members**" to see the comments for the entire group. The system will default to the active customer.

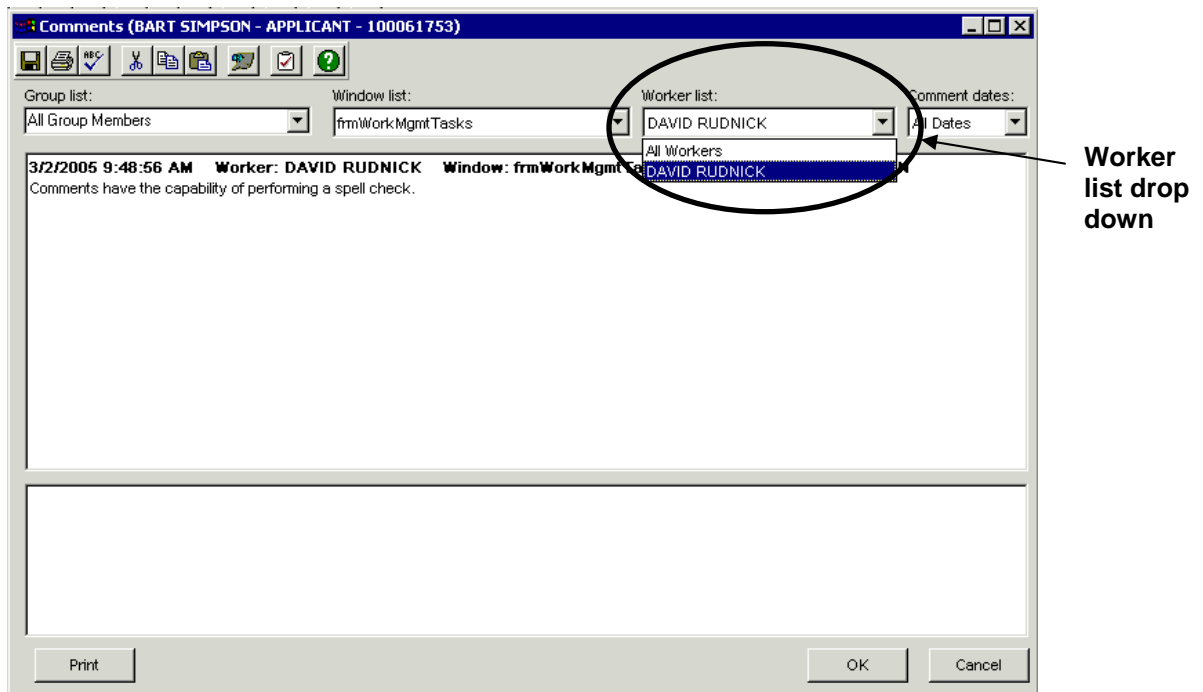


In this example, you see all group members. Comments may be made for each individual if necessary.

- **Window List** Provides a drop down list that displays all the windows where there are comments (for the current person). You can select a specific window to view comments, or select all windows to view all comments. The system will default to "**All Windows**".

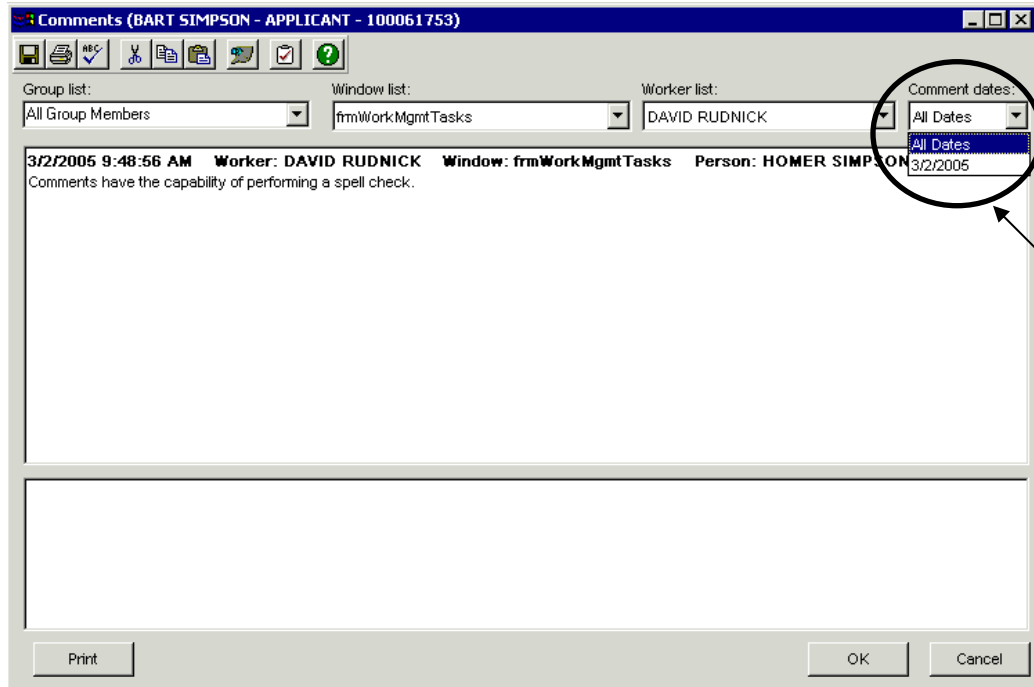


- **Worker List** Provides a drop down list of all workers who have made comments for the selected person.



- **Comments** Lists the dates of all comments for the

selected person, or you can select comments for a specific date. ACE defaults to “**All Dates**”.



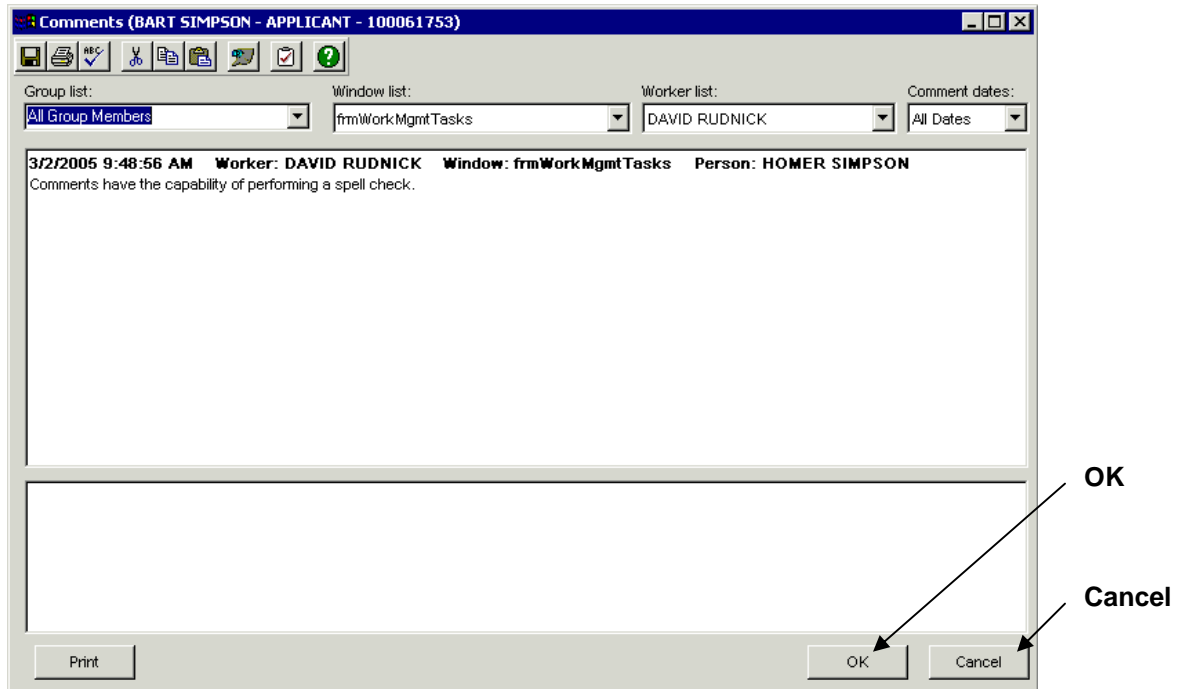
Comments are displayed in the top portion of the window, and sorted in descending date order. Each comment contains a heading that includes:

- The date/time the comment is made.
- The worker who made the comment.
- The ACE window from which the comment is made.
- The person to whom the comment applies.

ACE automatically creates this information when a comment is added.

When **viewing** comments in the “**Comments**” window, clicking “**OK**” or “**Cancel**” has the same effect – the “**Comments**” window closes, returning you to the window used to initiate the request to view comments. “**OK**” or “**Cancel**” will not update the comments.

Once comments are in the system, you cannot change any of the entries. If there is an error, you will create a new comment and clarify the error.



#### 4. Adding Comments

**“Comments”** can be accessed from any window in ACE. The procedure for accessing **“Comments”** whether you are viewing or adding is the same. For a description on accessing comments, refer to the **“Accessing Comments”** section.

New comments are entered in the lower portion of the window. Click in the lower portion of the window to position the cursor in this area. When the window is opened, the previous comments are displayed in the upper portion of the window. Previous comments cannot be changed or deleted. To make a correction to a comment previously entered, you can make a new comment explaining the error.



**Comments (BART SIMPSON - APPLICANT - 100061753)**

Group list: All Group Members Window list: frmWorkMgmtTasks Worker list: DAVID RUDNICK Comment dates: All Dates

**3/2/2005 9:48:56 AM Worker: DAVID RUDNICK Window: frmWorkMgmtTasks Person: HOMER SIMPSON**  
 Comments have the capability of performing a spell check.

The customer called and verified that Bob is not living in the home anymore. He left the home on 2/18/05 and will not be coming back.

Print OK Cancel

**Existing Comments**

**New Comments**

Once you have completed the comment, clicking “OK” adds the comment, and closes the comment window. Clicking “Cancel” closes the window without saving the new message.

**! Once you have clicked “OK”, and the comments have been added, they cannot be changed.**

**Comments (BART SIMPSON - APPLICANT - 100061753)**

Group list: All Group Members Window list: frmWorkMgmtTasks Worker list: DAVID RUDNICK Comment dates: All Dates

**3/2/2005 9:48:56 AM Worker: DAVID RUDNICK Window: frmWorkMgmtTasks Person: HOMER SIMPSON**  
 Comments have the capability of performing a spell check.

The customer called and verified that Bob is not living in the home anymore. He left the home on 2/18/05 and will not be coming back.

Print OK Cancel

**OK**

**Cancel**